



Blessed is the one who trusts in the Lord, whose confidence is in him.
They will be like a tree planted by the water that sends out its roots by the stream.
It does not fear when heat comes; its leaves are always green.
It has no worries in a year of drought and never fails to bear fruit.

Jeremiah 17: 7 - 8

Parent/Carer and Visitor Conduct Policy

Approved: November 2025
Review date: November 2026

Introduction

In our federation, we believe in creating a safe, supportive and nurturing environment — a place to learn, love and grow. This vision shapes everything we do, fostering not only academic success but also emotional, social, and moral development.

We are very fortunate to have a supportive and friendly parent/carers body. Our parents and carers recognise that educating children is a partnership between families, staff and the wider school community. We value this partnership highly, as we know that working together equips our children with the skills they need for life.

For these reasons, we continue to welcome and encourage parents and carers to participate fully in the life of our school and to uphold the values and ethos we collectively promote.

Purpose and Scope

The purpose of this policy is to remind all parents, carers, and visitors to our school of the expected standards of conduct. By fostering mutual respect and understanding, we can ensure our school community continues to flourish, progress and achieve in a positive and safe atmosphere.

Guidance

We expect all parents, carers and visitors to:

- Respect the caring ethos and values of our school.
- Understand that both teachers and parents/carers work together for the benefit of the children.
- Demonstrate that all members of the school community should be treated with respect, setting a positive example through speech and behaviour.
- Seek to clarify a child's version of events with the school's view, in order to bring about a peaceful resolution.
- Support the correction of their own child's behaviour, to avoid conflict, aggression or unsafe situations.
- Approach the school directly to help resolve any issues or concerns.
- Avoid using school staff as a threat when managing children's behaviour.

Unacceptable Behaviour

In order to maintain a peaceful and safe school environment, the following behaviour by parents, carers or visitors will not be tolerated on school premises:

- Disruptive behaviour that interferes with the operation of a classroom, office or any other area of the school grounds, including during school events or team matches.
- Using loud or offensive language, swearing, shouting or displaying temper.

- Threatening to cause harm to a member of staff, Governor, visitor, another parent/carer or student — regardless of whether the behaviour constitutes a criminal offence.
- Damaging or destroying school property.
- Sending abusive, threatening or harassing emails, text messages, phone calls, or other written communication.
- Making defamatory, offensive or derogatory comments about the school or its community (staff, students or parents) on social media platforms (see Appendix 1). All concerns must be addressed through appropriate channels: the class teacher, Headteacher, or Chair of Governors.
- Using physical aggression towards another adult or child.
- Approaching someone else's child to discuss or reprimand them — this can be viewed as an assault and may lead to legal consequences.
- Smoking or consuming alcohol or drugs on school premises.
- Bringing dogs onto school premises (with the exception of registered assistance dogs).

Consequences of Breach

Should any of the above behaviour occur, the school may take one or more of the following actions:

- Issue a verbal or written warning.
- Contact appropriate authorities (e.g. the police or social services).
- Temporarily or permanently ban the offending adult from entering school grounds.

Conclusion

We trust that all parents, carers and visitors will support us in implementing this policy, which is designed to protect the wellbeing of our entire school community and uphold our shared vision of a school that is truly a place to learn, love and grow.

We thank you for your continued cooperation and support.

Appendix 1: Inappropriate use of Social Network Site (including WhatsApp)

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases other parents/students. The Governors considers the use of social media websites being used in this way as unacceptable and not in the best interests of the children or the whole school community. Any concerns you may have must be made through the appropriate channels by speaking to the class teacher, the Headteacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any student or parent/carer of a child/ren being educated in the school is found to be posting libellous or defamatory comments on Facebook or other social network sites (including WhatsApp), they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about the content, which can be posted, on the site and they provide robust mechanisms to report contact or activity which breaches this. The school will also expect that any parent/carer or student removes such comments immediately.

In serious cases the school will also consider its legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantly is the issue of cyber bullying and the use by one child or a parent to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying. Thankfully such incidents are extremely rare.

We would expect that parents would make all persons responsible for collecting children aware of this policy.

Persons Causing Nuisance / Disturbance on School Premises

Section 547 of the Education Act 1996

School premises are private property and parents have been granted permission from the school to be on school premises. However, in case of abuse or threats to staff, pupils or other parents, school may ban parents from entering school.

It is also an offence under section 547 of the Education Act 1996 for any person (including a parent) to cause a nuisance or disturbance on school premises. The police may be called to assist in removing the person concerned.

School is not responsible for organising arrangements for children in the above circumstances. Parents will need to provide alternative arrangements for bringing children into school.